CLOSURE_REASON - Employees give a closure status and then enter text indicating findings or work done to close a given case.

Closure status:
- Noted - Case is noted by employee and closed.
- Resolved - Case work completed or issue has been addressed and the given case has been closed
- NOACC - "No Access" Employee could not access issue or problem area.
- TFA - "Tenant Failed Apt" caller was not home at the time employee's tried to resolve case
- Closed - Case is closed. Comments indicate work done in order to close.
- PERMIS - Permit issued
- NOBASE - "No basis" Employee found no basis for issue or caller claims
- CORR - "Corrected" Issue has been corrected.
- ROA - "Refer to other agency" case referred to other agency for completion
- Internal Case - Employee generated case
- Case Invalid - Indicates an error or lack of information needed to complete case
- Duplicate of Existing Case - Duplicate of case already within system
- TICKET - Ticket issued
- VIOCOR - "Violation Corrected"
- Scheduled - Work has been scheduled to complete case (often refers to 'bulk item pickup')
- VIOISS - Violation filed
- NOVIO - "No Violation" violation not found
- Bulk Item Automation - Bulk item pickup has been scheduled
- CORR - Corrected
- Case Noted Administratively Closed - ?

CASE_TITLE - Title given to a case. Most titles are self-evident. This field is entered by call takers on a call-by-call basis.

Examples:
- Schedule a Bulk Item Pickup
- Graffiti
- Sidewalk repair
- Lighting out
- Alert Boston
- Animal (found/lost/noise)

SUBJECT - Part of a case classification hierarchy (SUBJECT > REASON > TYPE) Subhect denotes which department a case is assigned to:

Potential Values :
- Public Works Department
- Transportation - Traffic Division
- Mayor's 24 Hour Hotline
- Inspectional Services
- Property Management
- Parks & Recreation Department
- Boston Water & Sewer Commission
- Boston Public School
- Civil Rights
- Animal Control
- Neighborhood Services
- Boston Police Department
- City Hall Truck
- Disability Department
- Women's Commission
- Consumer Affairs & Licensing
- Veterans
- Youthline

REASON - Part of a case classification hierarchy (SUBJECT > REASON > TYPE). This is an overall 'umbrella' for a collection of similar case types.

Potential Values:
- Street Lights
- Sanitation
- Signs & Signals
- Highway Maintenance
- Notification
- Street Cleaning
- Code Enforcement
- Recycling
- Environmental Services
- Graffiti
- Building
- Employee & General Comments
- Enforcement & Abandoned Vehicles

- Housing
- Trees
- Health
- Weights and Measures
- Park Maintenance & Safety
- Abandoned Bicycle
- Administrative & General Requests
- Operations
- Traffic Management & Engineering
- Cemetery
- Office of The Parking Clerk
- Volunteer & Corporate Groups
- Bridge Maintenance
- Valet
- Alert Boston
- Parking Complaints
- Programs
- Current Events
- Catchbasin
- Water Issues
- Fire Hydrant
- School Transportation
- School Department
- Sidewalk Cover / Manhole
- Billing
- MBTA
- Pothole
- General Request
- Fire Department
- Survey
- Animal Issues
- Neighborhood Services Issues
- Generic Noise Disturbance
- Massport
- Noise Disturbance
- Air Pollution Control
- Administration
- Administrative
- Disability
- Metrolist
- Call Inquiry
- Consumer Affairs Issues
- Call Center Intake

- ○ Investigations and Enforcement
- ○ Boston Bikes
- ○ Participatory Budgeting Idea Collection

TYPE - Part of a case classification hierarchy (SUBJECT > REASON > TYPE). Individual case type entered by call taker.

Examples:
- ○ blocking street
- ○ BTDT: Complaint
- ○ Bus No Show
- ○ BWSC Pothole
- ○ Graffiti: Ward 1 0106 Profane Text
- ○ Ground Maintenance: Little Scobie Playground
- ○ Missed "Yard Waste" Trash: District 06
- ○ Park Maintenance: Boston Common
- ○ Return recycling cart
- ○ School Facility Issues
- ○ Scale Not Visible

QUEUE - Queue a case is assigned to. There are multiple queues within many departments which reflect the nature of the case.

Examples:
- ○ PWDx_Street Light Outages
- ○ BTDT_Engineering_New Sign and Pavement Marking
- ○ PWDx_District 03: North Dorchester
- ○ INFO09_Current Events
- ○ ISD_Code Enforcement (INTERNAL)
- ○ PWDx_Missed Trash\Recycling\Yard Waste\Bulk Item
- ○ PARK_Tree Emergencies
- ○ PROP_GRAF_GraffitiRemoval
- ○ DISB_General_Request
- ○ No Queue Assigned To User
- ○ BWSC_Pothole
- ○ INFO05_Alert Boston
- ○ BPS_Transportation Administration
- ○ DISB_HP Sign
- ○ INFO03_Mobile "Other" Requests
- ○ HS_OCR Metrolist Survey
- ○ HS_Youthline_General_Idea_Review

Department - Department a case is assigned to. This value is derived from the first 4 digits of the queue column. For departmental information or descriptions see cityofboston.gov

Values:

- PWDx - Public Works
- BTDT - Transportation Department
- INFO - Information Channel (Not a department)
- ISD - Inspectional Services
- PARK - Parks
- PROP - Property Management
- BWSC - Water and Sewer Commission
- DISB - Disability Commission
- No Q - No queue assigned (Not a department)
- BPS_ - Boston Public Schools
- HS_O - Housing - Office of Civil Rights
- ANML - Animal Control
- HS_D - Disabilities/ADA
- CHT_ - City Hall Truck
- HS_W - Women's Commission
- HS_V - Veterans Call log
- HS_Y - Youthline

fire_district - BFD fire district case is within. There are 2 divisions and 9 districts. Division 1 is comprised of Districts 1, 3 (includes old district 2), 4, 6, and 11. Division 2 is comprised of Districts 7, 8, 9, and 12.

Potential Values:
- Division 1:
  - 1 - East Boston
  - 3 - Beacon Hill, West End, North End, Charlestown
  - 4 - Back Bay, South End
  - 6 - South Boston, Downtown
  - 11 - Allston, Brighton
- Division 2:
  - 7 - Dorchester, Roxbury
  - 8 - Dorchester, Boston Harbor (Moon Island, Long Island)
  - 9 - Roxbury, Jamaica Plain
  - 12 - Roslindale, Hyde Park, West Roxbury

pwd_district - Public Works district tied to a case.

- District 1 - Boston Proper and Charlestown
- District 2 - Jamaica Plain
- District 3 - North Dorchester

- District 4 - Brighton
- District 5 - South Boston
- District 6 - West Roxbury
- District 7 - South Dorchester
- District 8 - Hyde Park
- District 9 - East Boston
- District 10 - Roxbury

city_council_district - City Council district a case falls within:

Map available at: http://bit.ly/1AbleJA

- District 1 - Charlestown, East Boston, North End (Sal LaMattina)
- District 2 - Downtown, South Boston, South End (Bill Linehan)
- District 3 - Dorchester (Frank Baker)
- District 4 - Mattapan (Charles Yancey)
- District 5 - Hyde Park, Roslindale (Timothy McCarthy)
- District 6 - Jamaica Plain, West Roxbury (Matt O'Malley)
- District 7 - Roxbury (Tito Jackson)
- District 8 - Back Bay, Beacon Hill, Fenway / Kenmore, Mission Hill, West End (Josh Zakim)
- District 9 - Allston / Brighton (Mark Ciommo)

police_district - Police district a case falls within
- A-1 & A-15 - Downtown and Charlestown
- A-7 - East Boston
- B-2 - Roxbury
- B-3 - Mattapan
- C-6 - South Boston
- C-11 - Dorchester
- D-4 - South End
- D-14 - Brighton
- E-5 - West Roxbury
- E-13 - Jamaica Plain
- E-18 - Hyde Park

neighborhood - Neighborhood relayed by caller and entered by call taker. There are redundancies and missing values within this field.
- Allston
- Allston / Brighton
- Back Bay
- Beacon Hill
- Boston

- Brighton
- Charlestown
- Chestnut Hill
- Dorchester
- Downtown / Financial District
- East Boston
- Fenway / Kenmore / Audubon Circle / Longwood
- Greater Mattapan
- Hyde Park
- Jamaica Plain
- Mattapan
- Mission Hill
- Roslindale
- Roxbury
- South Boston
- South Boston / South Boston Waterfront
- South End
- West Roxbury

neighborhood_services_district - districts under the Office of Neighborhood Services, a City of Boston office that "...encourages, facilitates and maximizes citizen input and participation in all aspects of government through service requests, neighborhood meetings, mailings, and emergency responses."
- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15

ward - Election ward a case falls within

See : http://bit.ly/1BAMRTw

precinct - Election precinct a case falls within

see: ward map (http://bit.ly/1BAMRTw)

land_usage - Usage allowed for a given parcel of land. See: http://bit.ly/1EuKvoC

- R1 - Residential 1 Family
- R2 - Residential 2 Family
- R3 - Residential 3 Family
- R4 - Residential 4-6 Units
- A - Residential 7 or more Units
- RL - Residential Lot
- CD - Condominium
- CC - Commercial Condominium
- CM - Condo Main (bldg. broken into condo units)
- C - Commercial
- RC - Mixed Residential Commercial
- CL - Commercial Land
- CP - Condo Parking
- I - Industrial
- E - Exempt
- EA - Exempt (Chapter 121A)

LOCATION_ZIPCODE - Zip code a case falls within

02026
02108
02109
02110
02111
02113
02114
02115
02116
02118
02119

02120
02121
02122
02124
02125
02126
02127
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02133
02134
02135
02136
02146
02163
02167
02199
02210
02215
02467